

**BEFORE**  
**THE PUBLIC SERVICE COMMISSION OF**  
**SOUTH CAROLINA**  
**DOCKET NO. 2017-292-WS**

**Blue Granite Water Company**  
**Compliance Filing**  
**Customer Complaint Resolution Report**  
September 29, 2019 – March 30, 2020

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On May 30, 2018, the South Carolina Public Service Commission (“the Commission” or “PSC”) approved Blue Granite Water Company’s, (“BGWC” or “the Company”), formerly known as Carolina Water Service, Inc., request for an increase in general rates and charges for its water and sewer services. As part of its Order, the PSC provided that:

“...in order to ensure that the Company is being responsive to quality of service issues, and to its customers, BGWC shall prepare a report and submit it to the Commission and to ORS no less than semiannually, and the document should have headings for ‘Customer Complaint,’ ‘Company Response,’ ‘Customer Reaction to Company,’ and explain the Company reaction to Customer Complaints during the period addressed, along with any explanations regarding quality of service.”

The following report provides not only the information requested by the PSC but also metrics from BGWC’s call center operations for the first two quarters of 2019 to give a more in-depth view of the Company’s efforts to be responsive to its customers. This report contains details concerning (i) Customer Billing, (ii) Call Center Operations, (iii) Customer Complaints, and (iv) Escalated Customer Complaints and Resolutions.

The reporting period for this report is September 28, 2019 through March 30, 2020.

**Chart 1: Customer Billing** – This chart provides details on the number of bills issued each month and the accuracy of those bills. It also provides the average time it took to resolve bills that were in error.

## Customer Billing

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q19 Actual	Oct Actual	Nov Actual	Dec Actual	4Q19 Actual
# of Bills Rendered	21780	215454	22743	259977	22073	22020	22043	66136
% of Billing Accuracy	97.2%	100.0%	99.4%	98.9%	99.4%	97.1%	99.6%	98.7%
Summary of Causes of Billing Adjustments								
Billed in Error	4	1	1	6	0	1	1	2
Rate Change	0	0	0	0	0	0	0	0
Wrong Bill Cycle	0	0	0	0	0	0	2	2
Wrong Customer Billed	0	1	0	1	0	0	0	0
Wrong Period Billed	12	2	11	25	14	23	11	48
Wrong Rate	3	0	0	3	0	2	0	2
Wrong Read	588	90	122	800	109	609	75	793
# of Billing Exceptions	554	712	476	1742	391	372	443	1206
Avg # of Days to Resolve Billing Exceptions	15.87	14.06	4.20	11.38	13.59	12.63	9.86	12.03

**Chart 2: Call Center Operations** – This chart provides details on how responsive customer service representatives are in handling calls. It includes the number of calls received each month and how quickly those calls are answered.

## Call Center Operations

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q19 Actual	Oct Actual	Nov Actual	Dec Actual	4Q19 Actual
# of Calls Received at all Centers	4139	4500	3396	12035	4456	3050	3321	10827
*Average Speed of Answer / Service Level	66.3%	76.9%	67.3%	70.2%	80.5%	74.0%	55.7%	70.1%
Abandon Rate	5.2%	3.4%	4.3%	4.3%	2.1%	3.9%	10.2%	5.4%
Longest Wait Time in Queue	0:05:06	0:05:26	0:05:26	0:05:26	0:05:03	0:05:26	0:05:22	0:05:26
Average Wait Time	0:01:24	0:00:50	0:01:10	0:01:08	0:00:42	0:01:05	0:02:08	0:01:18
Average Customer Treatment Time	0:15:01	0:11:30	0:11:05	0:12:32	0:10:52	0:10:58	0:15:26	0:12:25

\*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

**Chart 3: Customer Complaints** – This chart provides details on the actual complaints received from customers and the reasons for the complaints. The complaint rate is measured by dividing the number of complaints by the number of active customer accounts. These complaints are considered resolved unless they are either escalated to the Community Relations Coordinator or a complaint comes through the ORS for investigation by the Community Relations Coordinator. See Chart 4 for those complaints.

## Customer Complaints

Performance Metrics	Jul Actual	Aug Actual	Sep Actual	3Q19 Actual	Oct Actual	Nov Actual	Dec Actual	4Q19 Actual
# of Complaints Received	258	404	370	1032	581	304	301	1186
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%	100%	100%	100%
Complaint Rate	1.17%	1.83%	1.68%	1.56%	2.63%	1.37%	1.36%	1.79%
Types and Number of Types of Calls Received from BGWC Customers								
High Bill Investigation	79	164	102	345	114	83	67	264
Air in Water	1	1	1	3	6	5	1	12
Clogged Sewer	7	4	6	17	19	14	11	44
Discolored Water	9	4	10	23	15	9	8	32
General Investigation	23	32	30	85	40	26	25	91
High or Low Pressure in the Water	18	20	18	56	36	9	31	76
Lawn Repair for Sewer Breaks	0	1	0	1	0	0	0	0
Lawn Repair for Water Breaks	2	4	4	10	4	4	4	12
Lift Station Problems	1	2	0	3	2	3	8	13
Mineral Amount in Water	0	0	0	0	0	1	0	1
No Water	18	17	36	71	69	15	42	126
Noise in Sewer	0	1	0	1	3	0	0	3
Odor in Sewer	0	2	1	3	1	4	3	8
Repair/Replace Meter Box	2	3	2	7	6	2	1	9
Repair Road	1	1	2	4	4	2	1	7
Sewer Main Break	0	0	2	2	1	1	0	2
Sewer Miscellaneous Complaint	3	8	10	21	8	9	14	31
Sewer Service Line Break	3	1	0	4	2	5	3	10
Taste or Odor in the Water	1	7	26	34	13	0	1	14
Water Quality	5	2	9	16	12	4	0	16
Water Main Break	8	9	9	26	16	10	3	29
Water Miscellaneous Complaint	28	63	45	136	59	36	33	128
Water Service Line Break	35	36	40	111	68	44	22	134
Test Meter	14	22	17	53	83	18	23	124

**Chart 4: Escalated Customer Complaints and Resolutions** – This chart provides details on all the calls that are either escalated by BGWC Customer Service to the Community Relations Coordinator for resolution or through a complaint received by a customer through the ORS. Pursuant to the Commission’s Order No. 2018-345(A) in Docket No. 2017-292-WS, the chart below provides the customer complaint, Company response, customer reaction and resolution date. The Company began tracking these complaints as of the Order date, May 30, 2018. The reporting period for this report is September 28, 2019 through March 30, 2020.

## Escalated Customer Complaints and Resolutions

Customer Name	Customer Complaint	Company Response	Customer Reaction	Resolution Date
John Mallard	ORS Complaint: Mr. Mallard contacted ORS to complain about erratic bills and water usage.	Blue Granite investigated and found that one of the customer's previous bills was based on an incorrect meter read. That bill was cancelled, and the bill was updated to reflect the customer's actual usage for the month. After that issue, the customer's reads were in line, indicating that the customer had not been billed for any water not used.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	9/27/2019
Heidi Lau	ORS Complaint: Ms. Lau contacted ORS to dispute a high bill.	Blue Granite investigated and found that the customer's meter reads were line and the meter was in compliance with the accuracy standards set the Public Service Commission.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	9/30/2019
Deshonna Hall	ORS Complaint: Ms. Hall contacted the ORS to complain about a high bill.	Upon investigation, Blue Granite found the customer's meter was running fast. Upon finding this issue, the meter was exchanged immediately, and the customer was given a bill adjustment to account for the fast meter.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/3/2019
Linda Fisher	ORS Complaint: Ms. Fisher contacted ORS to complain about increases in billing.	Blue Granite investigated the billing and found that the usage could have been contributed to a leak on the customer side of the line. Blue Granite decided to apply its Leak Adjustment Guidelines to provide the customers a bill adjustment.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/4/2019

James Assemany	ORS Complaint: Mr. Assemany contacted ORS to dispute a high bill.	Blue Granite found that the customer's meter reads were in line and the meter was tested and found to be in compliance with the standards of the Public Service Commission.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/14/2019
Ryan Vaughan	ORS Complaint: Mr. Vaughan contacted ORS to dispute a high bill.	Blue Granite found that the meter reads were in line, and the meter was tested and found to be in compliance with the standards of the Public Service Commission. Blue Granite also found that the bill in question was delayed due to a field activity created to verify the meter reads. Blue Granite placed a one-time credit on the customer's account to account for the delay in billing.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/16/2019
Jeff Currie	ORS Complaint: Mr. and Mrs. Currie contacted ORS to report that they had been disconnected in error.	Blue Granite found that a payment needed to be made to be reconnected. The payment was made by the customer and service was reconnected as soon as possible.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/21/2019
Daniel Flanary	ORS Complaint: Mr. Flanary contacted ORS to complain about a meter reading and billing issue.	Blue Granite found that the customer was billed based on low estimates for two months, causing a high bill when the customer was billed on actual usage. Upon consideration of this issue, Blue Granite placed a credit on this customer's account.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/22/2019
Kara and Joe Brurok	ORS Complaint: Mr. and Mrs. Brurok contacted ORS to dispute a high bill.	Blue Granite found that the customer's meter reads were in line and the meter was tested and found to be in compliance with the standards of the Public Service Commission. Usage for the bill in question abnormally high, so a one-time credit was placed on the customer's account to get it closer to their normal average.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/22/2019
James Harris	ORS Complaint: Mr. Harris contacted ORS to dispute a high bill.	Blue Granite found that the customer's meter reads were in line, but the usage was abnormally high, then returned to normal the following month. Blue Granite decided to apply its Lake Adjustment Guideline and provide the customer with a credit.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/23/2019

Iris Byrne	ORS Complaint: Ms. Byrne contacted ORS to complain about a meter reading and billing issue.	Blue Granite found that the customer was billed based on an incorrect meter read. Upon finding this issue, Blue Granite obtained a verified meter read, cancelled the incorrect bill and rebilled based on the verified read.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/25/2019
Bethany Mallach	ORS Complaint: Ms. Mallach contacted ORS to dispute a high bill.	Upon investigation, Blue Granite found that the customer's meter reads were in line, but the customer's meter was running 10% fast. Blue Granite immediately exchanged the meter and applied a credit to account for the issue with the meter.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/30/2019
Douglas Bailey	ORS Complaint: Mr. Bailey contacted ORS to complain about a meter reading and billing issue.	Blue Granite found that the customer's meter reads were in line, indicating that the customer was not billed for any water not used. The meter was also tested and was found to be in compliance with the standards of the Public Service Commission.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/30/2019
Jeff Meyers	ORS Complaint: Ms. Myers contacted ORS to dispute a high bill.	Blue Granite found that the customer's meter reads were in line indicating that, the customer was not billed for any unused water. The meter was tested and was also found to be compliance with the standards of the Public Service Commission.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/30/2019
Peter Rizzo	ORS Complaint: Mr. Rizzo contacted ORS to inquire about Blue Granite policy about upgrading water lines when adding a service line to his home.	Blue Granite found that the customer would have to upgrade the size of the line connected to the customer's service line, just as a developer would have to do. Blue Granite engineers helped provide information and support to help the customer.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	10/31/2019
Bruce Hoverman	ORS Complaint: Mr. Hoverman contacted ORS to dispute paying a balance left by a previous tenant at his rental property.	Blue Granite worked with the customer to ensure he was not responsible for the unpaid balance left by the previous tenant.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	11/1/2019

David Takach	ORS Complaint: Mr. Takach contacted ORS to complain about a meter reading and billing issue.	Blue Granite found that customer was billed for multiple billing periods all at once. Upon consideration of this issue, the Blue Granite placed a credit on this customers account to account for any fees or late charges that were incurred.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	11/4/2019
Drucy Glass	ORS Complaint: Ms. Glass contacted ORS to dispute a high bill.	Blue Granite found that the customer's meter reads were in line, indicating that the customer was not billed for any water not used. During the meter test the meter stopped working and as a result, Blue Granite provided a credit to the customer's account.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	11/4/2019
Linda Walker	ORS Complaint: Ms. Walker contacted ORS to inquire about starting service and a pending balance from a previous account at the same address.	Blue Granite found that the customer who wished to start service had a previous balance at another address and the previous customer at the address left a large unpaid balance. Both balances were credited so the customer could start service.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	11/15/2019
Wiley Harris	ORS Complaint: Mr. Harris contacted ORS to dispute a high bill.	Blue Granite found that the customer had several leaks that caused usage to be higher for the bill in question. The leaks were repaired. Blue Granite applied its Courtesy Leak Adjustment Guidelines to provide a credit to the customer.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	12/11/2019
Stephanie Higgins	ORS Complaint: Ms. Higgins contact ORS to complain about a billing issue.	Blue Granite found that the bill in question was based on a system estimate that made the bill abnormally large. Upon finding this, the bill was cancelled, and the customer was rebilled based on actual usage.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	12/12/2019
James Roberts	ORS Complaint: Mr. Roberts contacted ORS to complain about a billing issue.	Blue Granite found that the old meter was misread prior to a new meter being installed. This altered the billing and caused the bill to be abnormally high. Upon finding this issue, Blue Granite placed a credit on the account to ensure the customer was not overbilled.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/2/2020



Kathy Parrott	ORS Complaint: Mr. Parrott contacted ORS to complain about a billing issue and a secondary water quality issue.	Blue Granite found that the customer was billed based on estimates which created the high bills. A credit was applied to the customer's account to return the balance closer to normal for the bills in question. Also, the water was tested, and the pH levels were found to be in compliance with the state standards. The system was flushed to be sure the water was of the best quality.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/8/2020
Lea Richardson	ORS Complaint: Ms. Richardson contacted ORS to complain about a series of high bills.	Blue Granite found that a leak on the customer side of the line caused increased usage. Blue Granite ensured the leak was fixed and then used our Courtesy Leak Adjustment Guidelines to apply a credit to the customer's account.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/8/2020
Sylvia Vice	The ORS received contact from Ms. Sylvia Vice during the Irmo Night Hearing. Ms. Vice's issue relates to a high bill and meter reading issue. She states, she did not get a bill one month and then she got a bill the following month that was for over \$750.00. She states that this bill cannot be correct and wants the company to correct the bill for actual water used.	Upon investigation, Blue Granite found that Ms. Vice was billed for \$751.98 on December 19, 2019. After Ms. Vice called Blue Granite, a high bill investigation was started. During the high bill investigation, Blue Granite found that the meter read had been incorrect on the \$751.98 bill. The meter reader mistakenly left out a digit when transposing the read into the system. Upon finding this issue and obtaining a correct read, the bill in question was cancelled and the customer was rebilled based on correct usage. The reads were corrected on January 13, 2020 and the customer's outstanding balance was updated.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/13/2020
Deborah Fleming	ORS Complaint: Ms. Fleming contacted ORS to complain about a meter reading issue.	Blue Granite found the meter reads to be in line but did find that the meter reader was not reading the meters in a professional manner. Blue Granite provided a small one-time credit to the customer's account for the bill in question that was slightly higher than normal.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/23/2020
Andrew and Rosemary Jacob	ORS Complaint: Mr. and Mrs. Jacob contacted the ORS to dispute a high bill and complain that their water service was terminated in error.	Blue Granite found that the customer's service was terminated due to non-payment of the entire balance. Once paid service was restored and the reconnect fee was waived.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/23/2020

Raymond Hasty	ORS Complaint: Mr. Hasty contacted the ORS to dispute a high bill.	Blue Granite found that there was a leak at the meter when the meter ewes exchanged, causing higher use for the bill in question. The leak was repaired, and the customer was given a credit to account for the unused water.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	1/28/2020
Gene Riley	ORS Inquiry: Mr. Riley spoke with ORS about a service issue at the Rate Case Public Hearing in Union, SC.	After speaking with the customer at the Public Hearing, Blue Granite went to CCTV and clean the sewer system at the customer's home. This section of sewer main was added to Blue Granite's normal maintenance and monitoring list.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/4/2020
Michelle Canada	ORS Inquiry: Ms. Canada spoke with ORS at the Rate Case Public Hearing in Union, SC about a billing issue.	Upon investigation, Blue Granite found that the customer's first two bills were delayed, and she was billed for three months of service at the same time. Blue Granite credited the total of two months of service as a result of the delay.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/4/2020
Morris Bay	ORS Complaint: Mr. Bay spoke at the Rate Case Public Hearing in Irmo, SC about an issue with his yard.	Blue Granite has no record of Mr. Bay contacting the Company about the issue. Blue Granite has reached out to the customer and will fix the yard if deemed necessary.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/4/2020
Sylvia Vice	ORS Complaint: Ms. Vice spoke with Ms. Vice at the Rate Case Public Hearing in Irmo, SC about a billing issue.	Blue Granite found that the customer was billed on an incorrect read, which caused the high bill. The bill was cancelled, and the customer was rebilled based on the correct read prior to her conversation with ORS.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/5/2020
William Booth	ORS Complaint: Mr. Booth disputed a high bill and complained about a meter reading issue.	Blue Granite found that the customer had been billed on several estimates and when the meter read was properly taken, unreported water usage caused the bill to be very high. Blue Granite placed a credit on the customer's account to account for this issue.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/7/2020

Edward Manuel	ORS Complaint: Mr. Manuel contacted ORS to ask for help in getting service reconnected and setting up a payment arrangement with Blue Granite.	Blue Granite worked with the customer to set up and agreeable payment plan and restore service.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/7/2020
Curt King	ORS Inquiry: Mr. King called to inquire about an abandoned well near his property.	Blue Granite found that the old well site was in a state of disrepair. Upon finding this, Blue Granite sent staff to clean up the area to ensure it is safe.	Blue Granite called the customer to talk about the well site and discussed our efforts to clean up the site.	2/11/2020
Mary Bunch	ORS Complaint: Ms. Bunch contacted ORS to report a temporary service outage.	Blue Granite found that a temporary service outage was found and repaired within 24 hours.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/11/2020
Brenda Nesbitt	ORS Complaint: Ms. Nesbit spoke with the ORS at the Rate Case Public Hearing at Lexington, SC about a billing and service issue.	Blue Granite found that this customer's service wasn't terminated and that the meter indicated there was a leak at the property. Blue Granite staff has worked with the customer to let her know there is a leak and the customer is planning on getting the leak fixed. Once the leak is repaired, the Company will apply its Courtesy Leak Adjustment Guidelines to the customer's account.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/14/2020
Lawrence Treaux	ORS Complaint: Mr. Treaux spoke with the ORS at the Rate Case Public Hearing in Irmo, SC about an address issue.	Blue Granite found that the customer's address was inputted incorrectly into our customer care software. This caused an issue in the customer receiving the bill. Once our customer service team learned of this issue, the address was corrected, and the issue has not occurred again.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/19/2020
Walter Wise	Mr. Wise made statements concerning the age of the infrastructure and lack of maintenance. He states that the Blue Granite system that connects to the water main drain from his house is the original clay pipe and is over 40 years old.	As previously stated, Blue Granite conducts annual maintenance in each community including the Foxwood neighborhood. Annual inspection of the existing pipe is done with a camera to address the areas needing prompt service, such as root removal. As long as the pipe remains useful and without any major service issues, then the system will remain in place until it is added to the capital replacement project list.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/20/2020

Greg White	ORS Complaint: Mr. White contacted ORS to inquire about a denial of service.	Blue Granite is willing to provide service to the customer but starting service would involve a great deal of infrastructure extension. The customer will be responsible for the construction of the new infrastructure before service can be provided.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/24/2020
Deborah Watson	ORS Inquiry: Ms. Watson contacted ORS to receive help in setting up a payment arrangement with the Blue Granite.	Blue Granite applied a one-time credit to the customer and setup an arrangement with the customer.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/24/2020
Jon-Michael Vandergriff	The customer stated that there was led in the community's water.	The company tests the water delivered to every customer in all of the Company's service areas in accordance with state regulations. In 2018, Blue Granite Water Company performed all required monitoring for contaminants in the Foxwood community and did not exceed any allowable levels of these contaminants. In addition, Blue Granite has followed all applicable testing and reporting requirements. The 2019 Annual Water Quality Reports are being compiled at this time. At no time has this customer contacted Blue Granite per the Company's records regarding any water quality issues. However, it is suggested that the customer explore the components of the home for corrosion of household plumbing systems to eliminate any internal issues that may be producing lead.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/25/2020
Morris Bay	Mr. Bay states that he had 980 feet of his back yard redone due to work Blue Granite, who never fixed it once the repairs were completed.	There is no record of Blue Granite receiving any notification of needing to repair any work in Mr. Bay's yard in addition to what the Company had already replaced to the original condition. Blue Granite will contact Mr. Bays and determine if there are any additional actions needed to assist this customer.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	2/25/2020

Patricia Cafaro	She contacted the ORS to advise that she feels her billing is incorrect. Customer states that her billing contains a meter reading that she has yet to reach. She advises that she has gotten two months bills with incorrect usage. Can you send a billing/payment history for this customer? Has the customer been receiving estimated bills? If so for how many months and what is the cause of her estimated bills?	When did the misread happen? The misread occurred in the July billing period on 7/17/2019 When did the reread happen? the meter was re-read on 8/13/2019 Has the customer received an updated bill? The records indicate the customer received an updated bill. However, the customer can always check their bills on our My Utility Connect online customer portal. See the below that notes the cancellation of the \$181 bill and applies it to the next month's bill. Can you forward a copy of both the misread bill and the corrected bill? Note the balance for the August bill is for \$10.08 reflecting the difference of the previous month and the cancellation of the \$181 bill. What does the customer currently owe? Current Balance \$87.10	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/1/2020
Jeannie Robbins	This customer states that she disputes a previous bill of ~10,000 gallons that she ultimately paid. Customer also complained that she believes that when the roots are cleaned out that the extra water that is used for this is being billed to her account.	The billing records indicate the customer had a meter read resulting in usage of approximately 10,000 gallons for the billing period ending on September 10, 2018. Blue Granite applied a one-time adjustment based on the yearly water usage average, which resulted in a \$100 credit to the customer's account. The removal of roots is not billed to the customer during scheduled maintenance.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/1/2020
Trevor Higgins	The customer complained of high bills that average \$159 and being overcharged for excessive usage of over 10,000 gallons.	The customer complained of high bills that average \$159 and being overcharged for excessive usage of over 10,000 gallons.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/1/2020
Spences Point Condos	Customer feels the HOA is being charged too much for the water used in the community	We investigated the bill copies for the past 12 months for the Spence's Point Community in Lexington. The bills are based on the SFEs located within each building in the Spences Point community. As you will notice in the billing, each building is listed on the bill because the buildings are billed through a master meter. Below, you will find an annotated screenshot that shows the first building on the bill and how the Water Distribution Base Charge and Wastewater Service Charges are determined. Please let me know if you have any questions.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/3/2020

Marcus Williams	The customer was not able to pay his bill and needed bill relief	if he will pay the \$1500 today, then our Customer Service Supervisor to work with him to set up a payment plan.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/4/2020
Carl Melkonyan	Mr. Melkonyan contacted the ORS to file a complaint about his high bill. The customer states that his service was switched out of his name without his knowledge. He states that he was made aware of the issue when he received a door hanger warning of disconnection of service. The customer said he had made payments that caused a credit on his account and now he advised that he has a balance. Can you verify why the customer's service came out of his name? Was the customer noticed that the account was being taken out of his name? Can you send a billing/payment history for the customer? What does the customer currently owe?	Investigated the account and it is still in his name and active. I took a screenshot so you can see what is going on. The customer said he had made payments that caused a credit on his account and now he advised that he has a balance. The service was never taken out of his name per our records. First, we tried to contact the customer via mail, and it came back undeliverable. Second, they called the customer and no response. Finally, this resulted in a door hanger to terminate service due to non-payment in December. The service was reconnected when he paid the bill. The below is also the account history showing the letters, calls, disconnects, and reconnects for your review. The customer currently owes \$65.08	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/5/2020

<p>Lawrence Trueax</p>	<p>The ORS spoke with Lawrence Trueax at the Irmo Public Hearing. Mr. Trueax advised the ORS that BGWC attempted to terminate service and left a notice on the door on August 20, 2019. He states that they had not received any bills or notices prior to the door hanger. The customer states that it was difficult to change the address with the Company. The customers also state that his neighbors are not being charged for sewer service. The ORS is requesting Blue Granite review the contact records for Mr. Trueax account and provide feedback regarding the issue of getting an address correction made. The ORS is further requesting that the company conduct a vacancy study in the Shoals Landing community to ensure all company serviced location are being billed for service provided.</p>	<p>Blue Granite staff investigated this account and found that when the address was created on file, it was input with a Chapin address, when it should have been a Columbia address. Once the issue was discovered, Blue Granite was able to work with our customer service staff to update the address. Once the address was updated, bills were sent to the correct address and there has not been an issue since. Regarding the Vacancy Survey requested, Blue Granite Water determined that all occupied premises hold an account. Also, these reports are inspected monthly to ensure all premises are accounted for.</p>	<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>	<p>3/5/2020</p>
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Tom Vacula	<p>Mr. Vacula stated that he was without water for two days and when he called the Blue Granite customer service line and spoke to the after-hours service, he received information concerning a water main break in his area. Mr. Vacula stated that he spoke with two people on site working for the company who told him the water was out due to a broken pump.</p>	<p>There was an issue with a capacitor at the well that malfunctioned, which staff worked on and remedied as soon as parts arrived on site. While the customer was not without water for two full days, the system had experienced two mechanical failures during a two-day timeframe that resulted in periodic outages during that time period.</p> <p>Upon review of our records, Mr. Vacula called our customer service line at 8:25 am and spoke with a company representative. At the time of this call, the Customer Service Supervisor was forwarded the call. The Director of Operations for South Carolina called Mr. Vacula and spoke with him regarding the issues pertaining to the water outage and apologized for the what Mr. Vacula characterized as the “run-around” with the customer service team.</p> <p>The customer service team members are provided training and follow company procedures in engaging customers. In the procedures, staff only provide a first name to its customers and then send the customer’s call to a supervisor for additional assistance. At any given time, the call volume may be higher than normal resulting in a higher call volume and wait time. This is what occurred in this situation.</p>	<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>	3/5/2020
Olivia Troudere	<p>The customer complained of trucks leaving tracks in her yard when there was a sewer overflow due to a recent rain event into Rawls Creek. She asked if a right-of-way allowed people to enter your yard to attend to the spill – there are two manholes located in the easement for this property. The customer stated that her yard was in need of landscape remediation.</p>	<p>The Company has no record of this customer contacting the Company regarding issues associated with the manholes. The Company’s records indicate this customer is not listed on the wastewater account for this property. Blue Granite will reach out to the accountholder to determine whether there is any follow-up remediation needed at the location.</p>	<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>	3/5/2020



Michell Transou	Customer complained about a billing issue that caused her account number to change without notice and resulted in service disconnection.	Upon checking our records, the customer experienced a disconnect notice in 2018. The Blue Granite customer service team corrected the account after discovering the payment had not reached our accounting software until after the late notice process. The payment was applied to the account and all late payment charges were erased and all reconnect fees were waived	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020
Celia Harbold	Customer states her service was disconnected for non-pay although she is on auto-draft and the amount had been paid	<p>Upon checking our records, the customer was called by our Customer Service Department and made aware of the issue with the bank on February 24, 2020 at 2:50 pm. The Customer Service Representative left a message for the customer regarding the late payment and the need to pay before the end of the day on February 25, 2020, or service would be disconnected on February 26, 2020.</p> <p>The customer contacted the Customer Service Department on March 3, 2020, at 7:16 am and stated she understood and would contact the bank. The records indicate she paid via a check, which has yet to clear the bank. The customer has a history of late payments and not fully paying the amount due, which results in carrying a balance into the next month. The customer service records indicate the customer did have a bill that was not paid due to insufficient funds requiring the customer to contact the bank.</p>	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020

Johnnie Lynn Viets	Customer states service was disconnected for non-pay although they had made a payment. Customer was told a full refund would be given because the customer was forced to pay it again. When the refund was finally received the customer received a partial refund. Customer upset that it took 4 levels of contact and 60 days to correct.	The records indicate the customer was given a refund with the balance of the refund applied to the next month's bill. The Customer Service supervisor requested the manual refund from the billing team, which required an approval from the Billing Manager. This process normally does not take more than two weeks. However, this took longer, and Blue Granite provided an additional reimbursement of up to \$70 to the account for this customer as a courtesy.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020
Laurie Janue	Customer states they received an irrigation bill for \$260.53 for their irrigation system that had been turned off and the gallons on bill show 0 gallons. Customer states that no one at Blue Granite can explain why he has a \$260.53 bill with 0 usage.	The records indicate the customer has carried a balance with their irrigation account since the 11/7/2019, which is the last time the account was paid in full. The \$260.53 bill includes late payment charges from 11/7/2019 until March 2020. The customer requested a meter test in December 2019. The irrigation meter was found to be in compliance with the standards of the Public Service Commission. The operator gave these results to customer and reinstalled meter. The customer service notes indicate the customer is not willing to pay the bill stating the meter is malfunctioning and the irrigation system is off. There is another meter test scheduled for March 9, 2020, on the irrigation meter. Customer service will apply any credit to this account if the meter fails the test.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020

Steve and Kema Salata	Customer states that they are on auto-draft and that the company had placed a cap on their account without their knowledge and as result their full bill was not paid. The customer also advised due to the auto-draft not being paid in full they experienced an added late fee. Customer also states that they felt the bill was too high and question the accuracy.	The billing records indicate the customer did not pay their bill in December 2019 and only made a partial payment in January. This resulted in a balance that was carried forward resulting in a late payment charge of \$0.81. A monetary cap is a safeguard for the customer in case of leak, which could result in a higher than usual bill amount. This is a feature on in our billing software and we must enter a maximum to start an Auto Pay. This is not a maximum selected by the customer. However, we can raise the maximum when needed or requested by the customer. If the customer chooses Auto Pay with My Utility Connect, our online customer portal, there is no maximum.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020
David Roughton	Customer sates he believes his bill is too high and feels that he is on an incorrect rate.	The customer has a leak adjustment pending reimbursement for his account due to a leak on his side of the meter resulting in a high bill. The customer pays the flat rate of \$65 for wastewater and \$11.85 per 1,000 gallons per the approved tariff for this community	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020
Jeannie Robbins	Customer states she disputes a previous bill of 10,00 gallons that they ultimately paid but dispute the accuracy. Customer also complained that she feels that when the roots are cleaned out that the extra water that is used for this is being billed to her account.	The billing records indicate the customer had a meter read resulting in usage of approximately 10,000 gallons for the billing period ending on September 10, 2018. Blue Granite applied a one-time adjustment based on the yearly water usage average, which resulted in a \$100 credit to the customer's account. The removal of roots is not billed to the customer during our scheduled maintenance.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020

Brian Luckadoo	The customer stated that he had an overage on his account for 31,000 gallons, called and had a field operator check his meter and the neighbor's meter. Mr. Luckadoo states his and his neighbor's meters are erroneously entered into the Blue Granite billing system.	The operations team checked the meter and usage. Both are correct in system. The new meter is accurately accounting for the water moving through the meter. The amount of the customer's bill is from not paying two previous bills. However, the customer's account was reimbursed \$300 which would lower the bill to the normal bill amount as a courtesy to the customer.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/10/2020
Greg White	I am requesting to extend the line precisely as the agreement describes. That is pay all fess, charges and pay for connect to the appropriate connection point. I will construction the line in accordance with DHEC requirements, according to accepted engineering standards for SC. Further I am proposing to connect exactly as Carolina Water has allowed the neighbors to the north to connect. Lastly, they are rejecting the connect to the closest manhole without justification.	Per the attached map, the closest manhole which is accessible within the right of way is located at the intersection of Evergreen Rd and Trace Drive. The other manhole(s) in the area are within private property, which would require an easement to cross private property to reach the manhole located behind homes on the North side of Evergreen Road. While it has been practiced private property with water and sewer facilities, it is not best practice. The practice of crossing private property creates physical challenges with maintaining easements. Additionally, there are extra maintenance costs with the required on-going easement clearing, which is not in the best interest of the customer base.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	3/11/2020
Brian Luckadoo	Complained he and his neighbor's meters were wrongly numbered	The company investigated the issue and corrected the numbering scheme. The customer was provided a \$114.95 courtesy credit. When he complained about the remaining high bill, we provided another \$300.	Customer indicated this was good.	3/12/2020

Linda Holmes	<p>1. She cannot get anyone on the phone via the company' 1-800 number. She states that system keeps prompting and no one ever answers the call.</p> <p>2. She states that the Company did some water line work over a week ago, and they are still getting air in the lines. She says that the water is cloudy; even after the boil water advisory has been lifted.</p> <p>The ORS is requesting that BGWC contact the consumer at 803-645-3881 to discuss the consumer issue. The ORS is also requesting that the company test the 1-800 number's automated system to ensure that consumers are able to speak to a Company representative.</p>	<p>In regard to the cloudy water, an operator reports that he ran the outside faucet and the water was clear on the outside of the house. I called the customer and responded to her regarding this issue.</p> <p>Our customer service technical manager tested the 1-800 number and found it working properly. I personally called the number and found it working properly with the call promptly answered by the customer service representative within 30 seconds.</p> <p>Periodically, there will be temporary high-volume issues with a longer call answering time. If the customer remains on the line, the call will be answered.</p>	<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>	3/13/2020
Patrick Duffy			<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>	3/13/2020

<p>Allison Love, York County Council, Lake Wylie/Clover District Area</p>	<p>Councilwoman Love stated that her constituents in Lake Wylie faced water increases over many years granted by the Public Service Commission. Councilwoman Love stated that, from 2002 to 2016, York County did not have any water price increases, and that a 2018 evaluation of the existing tank should have precipitated the construction of a larger tank.</p> <p>Councilwoman Love stated that the system had main breaks that resulted in schools closing and impacting the community, and that she had been asked to handle billing complaints from her constituents.</p>	<p>The York County council meeting minutes show that the council unanimously voted for water price increases within the county. Councilwoman Love voted in favor of raising the water and sewer rates in York County through Action Item 3063 on August 21, 2017, Action Item 3210 on November 6, 2017, Action Item 3163 on November 20, and for the third and final reading of Action Item 3274 on December 4, 2017.</p> <p>In May 2018, as part of the new franchise agreement with York County, York County shifted operation and maintenance of the River Hills Water Tower to Blue Granite. Blue Granite immediately began work to model the water system and make the needed investments to address the growth in demand. This includes not only starting the engineering and site identification for a larger water tower, but also the interconnection of a new supplemental water supply with the City of Charlotte. Blue Granite is committed to running the Lake Wylie system and has invested \$643,971 into maintaining the system over the past year with plans to spend another \$5 million over the next 3 years, including the above-mentioned larger capacity water tank and associated water main lines. The larger tank will require the company to locate and acquire additional land in close proximity to the current system. The new location may necessitate the York County government to approve rezoning to allow for the construction of the tower if the land is not currently zoned to allow for this structure.</p> <p>Regarding the mentioned water main breaks, York County had a water main break in October. However, due to the interconnection with Charlotte Water, Blue Granite customers had water when others in the York County water service did not. Per the franchise agreement, the language does not limit the water from the Charlotte Water interconnect exclusively for emergency situations and plans to continue to supply water to Blue Granite's customers using this interconnection.</p> <p>As for the rate increases mentioned, Blue Granite's rates, like those of any other regulated public water utility, are based on the utility's cost to serve its customers plus a reasonable return as set by the South Carolina Public Service Commission.</p> <p>Finally, the Company's customer service team members are provided training and follow company procedures in engaging customers. At any given time, the call volume may be higher than normal resulting in a higher call volume and wait time. Customers are encouraged to contact the Company via the Company's</p>	<p>This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.</p>
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customer service representatives at any given time. Any issues that the customer service representative cannot address, the Community Relations Manager is contacted and will work with the customer to resolve any issues.

Pamela Burton	Ms. Burton complained about the long wait times and the unfriendly customer service representatives who set up payment assistance for late payments or unpaid bills.	Upon review of the customer service records, there is no indication of any specific issues with the customer complaining about any perceived unfriendly conversation of our representatives. The long wait times mentioned by Ms. Burton happen periodically during heavy call volumes. A typical cause for longer wait times includes customers inquiring on paying bills, setting up service, and reporting of an outage. However, the average wait time in 2019 was 1 minute and 3 seconds per our customer service call metrics.	This complaint came through the ORS, so they handled the complaint. After investigating, the company provided its response to the ORS. They in turn provided a response to the customer per protocol.	
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